

MANCHESTER WATER WORKS

Direct Payment Application Form

(Authorization Agreement for Direct Payment through ACH Debit)

This service available to Residential Customers only.

Please print out this form, complete it and mail to:

Manchester Water Works
Attn: Customer Service
281 Lincoln Street
Manchester, NH 03103

Account Number: _____
(as it appears on water bill)

Account Name: _____

Service Address: _____

Daytime Phone # _____ **E-mail** _____

I hereby authorize Manchester Water Works, hereinafter called MWW, to initiate debit entries to my Personal Checking Account. The debit will be processed in the full amount of the MWW bill on or after 30 days from the bill date. I understand that to cancel an individual payment, I must notify MWW at least 10 business days prior to the billing due date. Direct Payment authorization will remain in effect unless permanently discontinued after having given MWW at least 10 business days notice thereof. I understand a \$30 fee will be charged to me for each direct debit payment rejected by the banking institution indicated on the attached voided check. If I change banks or a bank account for payment of my water bill, I will notify MWW in writing at least 10 business days prior to my due date, using a new application form. I understand MWW has the right to deny or cancel my application at its discretion. **By signing the authorization below, I agree to the aforementioned terms and MWW Direct Payment Policies and I also acknowledge that I am a residential customer of the Manchester Water Works as it applies to the above account.**

Name (print): _____

Billing Address: _____

Signature: _____ **Date:** _____

For questions concerning the Direct Payment Service call
MWW Customer Service at 603-624-6494 ext. 327.

ATTACH VOIDED BLANK CHECK HERE

Manchester Water Works (MWW)

Direct Payment FAQ

What is Direct Payment?

Direct Payment is a fast and reliable way to pay your water bill. When you use Direct Payment, you authorize MWW to collect payment for your water bill directly from your individual or joint checking account.

What are the benefits of Direct Payment?

You save time because there are no checks to write. You save money avoiding the cost of mailing and except in case of rejected Direct Payment debits; you will never incur a late charge. You can be assured your water bill will be paid in full and on time even if you are away from home.

How much will Direct Payment cost me?

Direct Payment is a service provided by MWW at no charge to our customers.

How will I know the amount of the payment and when will I be debited?

As in the past, you will receive your water bill in the mail. On your bill you will see “*** DIRECT PAYMENT NOTICE – SEND NO PAYMENT ***”. Debiting of your checking account will be on or after 30 days from the billing date for the full amount of your water bill.

Can I cancel a single payment without discontinuing the Direct Payment service altogether?

Yes. To cancel a single payment call MWW Customer Service at 603-624-6494 ext 327 at least 10 business days prior to your water billing due date and request that your automatic payment be cancelled for that billing period. Keep in mind, you will still be set up for Direct Payment for subsequent billing periods. Also, if discontinuing Direct Payment service, please have your MWW bill available for verification purposes.

What if I think my bill is incorrect?

For questions concerning the correctness of water bills, contact MWW as soon as you receive your water bill. Every effort will be made to make any necessary corrections before the due date. Also, if you do not see the Direct Payment notice on your water bill, the automatic debit on your bank statement, or the amount is not correct, contact your bank and MWW immediately.

How do I enroll?

To enroll, you need to obtain an application form (see page 1 of this document). The form is also available for printing from the MWW website at www.ManchesterNH.gov/water or you can call MWW at 603-624-6494 ext 327 to request a form by mail. You can also stop by our office at 281 Lincoln Street in Manchester to pick one up. Complete the form, **attach a voided check** and mail it to the address shown on the form. Our customer service representative will be happy to review the form with you prior to submitting it should you have any questions or concerns about filling it out.

How long does it take to process my enrollment?

Please allow up to 60 calendar days for processing. When you see the Direct Payment notice on your water bill that means the plan has started for you. If for any reason, Direct Payment has not been activated by the time you receive your second bill after submitting your application, please call MWW at 603-624-6494 ext 327.

How do I discontinue my Direct Payment arrangement with MWW?

You can discontinue your Direct Payment arrangement at any time by writing or calling MWW. For telephone cancellations, please have your MWW bill available for verification. We require at least 10 business days notification prior to your bill due date to discontinue your Direct Payment arrangement. Any balance due at the time of discontinuance must be paid using an alternative payment method.

MANCHESTER WATER WORKS

Direct Payment Policies

1. All applications for Direct Payment **must** be made on MWW Direct Payment Application Form.
2. A separate form must be submitted for **each** service address.
3. All applications must include a **voided blank check** to insure the accuracy of customer's checking account routing and account numbers. MWW will only accept Direct-Payment debits via personal (non-commercial) checking accounts.
4. MWW will review all applicant customer records to insure they are properly classified as residential customers. MWW reserves the right to refuse any applicant deemed to be non-residential.
5. All customer bank accounts will be pre-tested through the ACH debit system for verification.
6. Customers will be charged \$30 for Direct-Payments rejected by the banking institution of the customer's account.
7. The customer is responsible for notifying MWW of changes in bank account information. Subject to changes in bank account information, it is the responsibility of the customer to complete a new application form along with a **voided blank check**.
8. Manchester Water Works reserves the right to deny any application or cancel current Direct Payment arrangements with any customer without penalty.